

Business Processes for ESP Consolidated Billing

#	Business Area/Rule	APS	SRP	TEP	TRICO	Other (Co-ops) [Grhamn County and Duncan tend to be different]	Citizens Energy Services	AZ Best Practice	Issue #				CUBR	EEI/UBP	Calif.
1	Bill is generated by UDC	Yes	N/A	Yes	Yes	Yes	Yes						Yes	Yes	In "Partial Consolidated" UDC calculates including taxes & surcharges and delivers to ESP using UDC's normal billing cycle. If ESP reads meater, it must provide UDC data in time to bill. Another option is "Full consolidated" where ESP calculates UDC charges.
2	Need meter reads for metered accounts to bill	Yes	Yes	Yes	Yes	Yes	Yes								Yes
3	Third parties may read the meter (per the rules)	Yes	N/A	Yes	Yes	Yes	Yes								Yes
4	Each party is performing validation on meter and billing data	Yes	N/A	Yes	Yes	Yes	Yes								
5	UDC is not required to pay ESP for ESP charges for UDC consolidated until the customer pays the UDC	Yes	N/A	Yes	Yes	Yes	Yes								
6	ESP is liable to the UDC for UDC charges for ESP consolidated billing	Yes	N/A	Yes	Yes	Yes	Yes		17				Yes, per the UDC's tariff schedule, for all undisputed UDC charges. The receipt of UDC charges by the ESP starts the cycle. UDC is notified by ESP, of disputed charges, electronically.		Yes, all undisputed charges.
7	Each UDC associates a customer to a billing cycle	Yes	Yes	Yes	Yes	Yes	Yes								
8	UDCs and ESPs rely on electronic data	Yes	N/A	Yes	Yes	Yes	N/A						Yes	Both supplier and utility must demonstrate the technical capability to exchange information electronically using the standardized electronic transactions.	electronic transmittal or other means...
9	Bills are presented in US currency only	Yes	Yes	Yes	Yes	Yes	Yes								
10	Rate Structure	3 Direct Access Rates – 2 commercial and 1 residential	Direct Access rate for every Standard Offer rate (exception: prepaid metering rate).	Direct Access rate for every Standard Offer rate.	Direct Access rate for every Standard Offer rate.	Direct Access rate for every Standard Offer rate.	Direct Access Rate for every Standard Offer Rate								

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11	Validation Rules	Not addressed at this time	Not addressed at this time	Not addressed at this time	Not addressed at this time	Not addressed at this time	N/A		19 (24,5)				For charges sent to billing party, billing party has 48 hours to reject non-billing party file. Billing party must send electronic rejection with codes. Also, billing party must send electronic notification to non-billing party if bill not issued(no time		
12	Due date on bill	All bills rendered by the Company are due and payable no later than 15 calendar days from the billing date	21 calendar days from bill date (Bill date and Invoice date mean the same)	Payments for TEP products and services shall be delivered to TEP within 10 business days of the TEP invoice date. (Bill date and Invoice date mean the same)			All bills rendered by the company are due and payable 15 days from billing date							(6) The due dates, and other payment terms and conditions must be identical for Supplier and Utility charges when a consolidated bill is rendered.	
13	Number of billing cycles in a month	21	21	21	8	9 (Navopache)	9								
14	Number of days in cycle	No less than 25 days and no more than 35 days	26 - 32	No less than 25 days and no more than 35 days	No less than 25 days and no more than 35 days		25-35								
15	Time frame between read date & bill date	3-7 Calendar days	1-3 Calendar days	3-5 Working days	1- 3 Working days		1-3 calander days							c. The Non-Billing Party Charges must be received by the Billing Party within forty-eight (48) hours commencing on the first business day following receipt of valid usage data. Usage data shall be made available to all parties in sufficient time to ensure the utility bill is not delayed from the utility's normal billing cycle.	
16	Bill data will be transported to the ESP via	Value Added Network (VAN)	Not applicable for ESP Consolidated Billing. Data transport is Internet EDI for all data transactions except 820.	Exolink (VAN)	VAN (?)		N/A								electronic transmittal or other means...
17	Data security for billing information	APS relies on the VAN to provide data security. Data is sent over a secured socket to the VAN	S/MIME	TEP encrypts before transmitting to Exolink and Exolink handles the security to Trading Partner.			N/A								
18	Delivery timeframe for bill ready data to ESP	810 will be sent the same day as the bill date	N/A	Flat file will be sent to Exolink same day as bill date, Exolink will send to Trading Partner the same day			N/A		5				Electronic file within 72 hours commencing on the first business day following receipt of valid usage data.	Must meet the operational time frames which have been defined to support the billing options available.	

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19	Dispute resolution process for meter reads between UDC & ESP	If APS is the MRSP, the ESP may request a verify read. The cost of such rereads, which is \$10, may be charged to the ESP, provided that the original reading was not in error.	If SRP is the MRSP, the ESP may request a verify read. The cost of such rereads, is \$___ for Metro Area and &___ outside Metro Area, may be charged to the ESP, provided that the original reading was not in error.	The MRSP shall, at the request of its customer, the customer's ESP, TEP or the billing entity, reread that customer's meter within ten working days of the original read and post the read to read servers. Any meter reread costs may be charged to the entity requesting reread, provided the original reading was not in error.			N/A		7,19 (24,5)				If unresolved within 30 days, may go to mediation or binding arbitration, by mutual agreement.		
20	Dispute resolution process for meter reads between UDC & customer	If APS is the MRSP, the customer may request a verify read. The cost of such rereads, which is \$10, may be charged to the Customer, provided that the original reading was not in error.	If SRP is the MRSP, the ESP may request a verify read. The cost of such rereads, a charge \$___ for Metro Area and &___ outside Metro Area, may be charged to the ESP, provided that the original reading was not in error.	The MRSP shall, at the request of its customer, the customer's ESP, TEP or the billing entity, reread that customer's meter within ten working days of the original read and post the read to read servers. Any meter reread costs may be charged to the entity requesting reread, provided the original reading was not in error.			N/A								UDC transmits revised charges to the ESP and the customer will be responsible for obtaining refunds of overcharges from the ESP. For undercharges, the ESP may either pay the utility the adjusted charges and collect them from the customer or file a DASR to switch to separate billing.
21	Dispute resolution process for bill data between UDC & ESP	ESP notifies APS via e-mail or phone of any disputed bill data. APS will research disputed data and re-bill if needed.		The ESP shall be responsible for notifying the customer and adjusting the bill for ESP charges affected by the meter or billing error. TEP shall be responsible for any recalculation of any incorrect TEP charges. Following the receipt of any recalculated charges from TEP, the ESP will apply the charges or credits to the customer's next normal monthly bill, unless the parties otherwise agree that the ESP send an interim bill including the TEP charges to the customer. TEP will transmit corrected billings to the ESP for incorporation in the customer's bill using one of the following methods: a. By sending a cancellation notice, which cancels the bill in its entirety, and if appropriate, a re-bill will be included in same transmission. b. By transmitting an adjustment amount with a description of the			N/A		7,19 (24,5)				Acceptance or rejection (by billing party), accompanied by appropriate error code(s), shall be communicated via the appropriate standardized electronic transaction within forty-eight (48) hours commencing upon receipt of the charges. If the transaction is deemed accepted, then within forty-eight (48) hours the Billing Party must bill or notify the Non-Billing Party via the appropriate standardized electronic transaction when a bill is not issued. (2) If the Non-Billing Party's Charges are received within the appropriate time frame and the transaction is rejected, the Non-Billing Party may, if time permits, resubmit a corrected file containing billing charges for inclusion in the		

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22	Dispute resolution process for bill data between UDC & customer	Customer notified APS via phone of any disputed bill data. APS will research disputed data and re-bill if needed.	Customer notified SRP via phone of any disputed bill data. APS will research disputed data and re-bill if needed.	The ESP shall be responsible for notifying the customer and adjusting the bill for ESP charges affected by the meter or billing error. TEP shall be responsible for any recalculation of any incorrect TEP charges. Following the receipt of any recalculated charges from TEP, the ESP will apply the charges or credits to the customer's next normal monthly bill, unless the parties otherwise agree that the ESP send an interim bill including the TEP charges to the customer. TEP will transmit corrected billings to the ESP for incorporation in the customer's bill using one of the following methods: TEP will transmit corrected billings to the ESP for incorporation in the customer's bill using one of the following methods: a. By sending a cancellation notice, which cancels the bill in its entirety, and if appropriate, a re-bill will be included in same	By sending a cancellation notice, which cancels the bill in its entirety, and if appropriate, a re-bill will be included in same transmission. By transmitting an adjustment amount with a description of the adjustment.		Customer notifies Citizens via phone or office visit of any disputed bill data. Citizens will research disputed data and rebill if needed.								Adjust its bill to the ESP. Within 15 days of the UDC sending the adjusted bill, the ESP may either assume responsibility for the adjusted charges, or file a DASR to switch to separate billing.
23	Bill inserts & how delivered to ESP	All APS customers, including Direct Access customers, shall receive mandated legal, safety and other notices equally in accordance with A.A.C. R14-2-204 (B). If the ESP is providing consolidated billing, APS shall make available one (1) copy of these notices to the ESP for distribution to customers or, at the ESP's request, in electronic format to the ESP for production and communication to electronically billed customers. If APS is providing consolidated billing services, APS shall continue to mail these notices in the billing envelope and may use the billing envelope as it does in current practices for providing such information.	N/A	All TEP customers, including Direct Access customers, shall be provided with all mandated legal, safety and other notices in accordance with ACC regulations. TEP shall make available one hard copy of all mandated legal, safety and other notices per customer to the ESP for distribution to its customers, or at the ESP's request, in electronic format for production and communication to its electronically billed customers. TEP and the ESP may agree to use e-mail to provide language that is to appear in printed format on the ESP consolidated bill. Messages to a specific customer may be inserted in description lines included with calculated TEP charges.			N/A		10					Billing party responsible for delivering information to customers which is mandated by regulations.	
24	Data file format	EDI 810 version 4010	N/A	Flat files sent via Exolink (will transmit the file as it was submitted from Tucson or for a fee, transmit it as the ESP requests. After AZ 810 is standardized, Exolink will transmit using the AZ 810)	EDI 810 version 4010		N/A							Both supplier and utility must demonstrate the technical capability to exchange information electronically using the standardized electronic transactions.	

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25	How & when data is estimated & who does the estimation	The MRSP designated for the customer account is the responsible party for performing and communicating the estimated read. Estimated reads can occur if the MRSP is unable to get reads due to access issues, extreme weather conditions, equipment failure or if a customer who reads his own meter fails to deliver his meter reading data etc. -- When APS is the MRSP, the meter read estimates will be based on either the customer usage during the same month of the previous year or based on the amount of usage during the preceeding month (article 2-210)		All estimated interval or monthly meter reads shall be sent to TEP using the EDI format. Meters will be estimated on date set forth in the TEP Meter Reading Schedule. Reads will be posted by the MRSP to the TEP FTP server by 3:00 p.m. the day following the meter read for the meters that the MRSP is responsible for reading. The meter reads from TEP will be available on the TEP FTP server by 3:00 p.m. the day following the meter read for the meters that TEP is responsible for reading. All estimated data will be clearly marked with an explanation of the reason for the estimation.			N/A		19,24,5						
26	Disconnect & reconnect for nonpayment	DOESN'T APPLY TO ESP CONSOLIDATED APS will notify the customer and the customer's ESP of intent to disconnect. APS will also notify the ESP once the customer is disconnected. A service charge will be imposed on the customer if a filed call is performed to leave door hanger or collect. APS will reconnect electric service for a service fee when the criteria for reconnection has been met.	DOESN'T APPLY TO ESP CONSOLIDATED SRP will notify the customer and the customer's ESP of intent to disconnect. SRP will also notify the ESP once the customer is disconnected. SRP will reconnect electric service for a service fee when the criteria for reconnection has been met.	DOESN'T APPLY TO ESP CONSOLIDATED In the event of Direct Access customer non-payment of charges for TEP provided services, TEP will be responsible for all physical disconnect activity regardless of the MSP or ESP servicing that customer. Disconnection can occur at any time after the payment due date for non-payment of any TEP-provided service. TEP will send a copy of the Direct Access customer's Disconnect Notice for non-payment to the ESP. This notice shall include customer name, address, notice date, account number, delinquent amount, total amount due, due date, the UNI number and ESP account number. TEP will notify the ESP at the end of each day which Direct Access customers remain disconnected. This notification will include the UNI number and ESP account number. With the			Doesn't apply to ESP consolidated billing. Citizens will notify the customer and the customers ESP of intent to disconnect. Citizens will also notify the ESP once the customer is disconnected. Citizens will reconnect electric service for a service fee when the criteria for reconnection has been met.						Utility may disconnect for non-payment of supplier charges if permitted by laws and regulations. Suppliers shall indemnify the utility against any claims by the customer.		

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27	Final bills for Bundled Charges	APS will not hold the ESP responsible for any customer Full Service final bills. The customer can be disconnected under his DA account for non-payment of APS final		TEP will not hold the ESP responsible for any customer Full Service final bills. The customer can be disconnected under his DA account for non-payment of TEP final			Citizens will not hold ESP responsible for any customer Full Service final bills. The customer can be disconnected under his DA account for non-payment of Citizens final bill.		22				Outstanding prior balances are not transferred in any switch, UDC to ESP, ESP to ESP, ESP to UDC.	Outstanding prior balances are not transferred when a customer switches from the Utility to a Supplier, switches from one Supplier to another, or switches from a Supplier to default generation service. The Utility or Supplier may deny the Consolidated Billing option to a customer if the customer's account is at least thirty (30) days overdue.	
28	Final bills for DA Charges			In the case of a physical disconnect final bill, TEP will provide the ESP with the TEP final bill charges by 3:00 p.m. on the fifth business day following the actual disconnect date. If TEP billing charges have not been received by such date, the ESP may render the bill without such TEP charges; however, the ESP shall include a message on the bill stating that said charges are forthcoming. TEP will then render a separate bill for the TEP charges, unless a mutual agreement is made between TEP and the ESP to have a final bill produced and sent to the customer for the TEP final charges. TEP charges shall be calculated based on the existing TEP billing cycles regardless of the party providing the meter reading. TEP charges shall be conveyed to the ESP using ExoTran™.			N/A								
29	Back bills for customer billing	Persuant to Schedule 1, APS can backbill up to 6 months	UDC Consolidated - Back bill up to 6 months	Persuant to Article 24 TEP can backbill up to 6 months			For the period of 3 months immediately preceding the removal of such meter from service for test or from the time it was in services since the last test, but not exceeding 3 months since the meter shall have been shown to be in error by the test. B. From the date the error occurred, if the date of the cause can be definitely fixed.		7,19,24,5						

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30	Theft or tampering	APS shall notify ESP immediately and ESP shall notify APS immediately of any suspected unauthorized energy use. ESP shall ensure that a heavy duty lock ring is installed to secure any meter that does not require a monthly local (i.e., manual) meter read or shall utilize a light duty lock ring to secure meters equipped with meter tamper reporting technology equipped with tamper reporting capabilities. The Parties agree to preserve any evidence of unauthorized energy use. Once unauthorized energy use is suspected, APS, in its sole discretion, may take any or all of the actions permitted under APS' applicable tariffs and schedules and shall notify ESP of any such action taken. APS will coordinate with the ESP, the estimated amount of usage that will be back billed to the customer.	SRP shall notify ESP immediately and ESP shall notify SRP immediately of any suspected unauthorized energy use. ESP shall ensure that a heavy duty lock ring is installed to secure any meter that does not require a monthly local (i.e., manual) meter read or shall utilize a light duty lock ring to secure meters equipped with meter tamper reporting technology equipped with tamper reporting capabilities. The Parties agree to preserve any evidence of unauthorized energy use. Once unauthorized energy use is suspected, SRP in its sole discretion, may take any or all of the actions permitted under SRP applicable tariffs and schedules and shall notify ESP of any such action taken. SRP will coordinate with the ESP, the estimated amount of usage that will be back billed to the customer.	In accordance with ACC rules, TEP has the right to disconnect electric service to the customer for a variety of reasons, including, but not limited to, the non-payment of TEP final bills or any past due charges by the customer, or evidence of safety violations, energy theft, or fraud, by the customer. TEP will perform the disconnect for non-payment regardless of the ESP. The following provides for service disconnects and reconnects. TEP shall notify the customer and the customer's ESP of TEP's intent to disconnect electric service for the non-payment of TEP charges prior to disconnecting electric service to the customer. TEP shall further notify the ESP at the time the customer has been disconnected. To the extent authorized by the ACC, a service charge may be imposed on the customer if			N/A								
31	Policy for ESPs to change customer's UDC billing cycle	Currently, this is not an option	N/A	This is not an option at this time.			This is not an option						ESP can request adjustment to meter read/billing cycle. But ESP must select another UDC defined read schedule(unless customer has remote read).	Any party which uses metering data in its business processes can request a change in meter read date. Whether or not to change a meter read date should be determined by the metering entity. The metering entity should be enabled to make changes of meter read date, subject to objective guidelines which are mutually acceptable to affected parties and with proper advance notice.	
32	When are new account numbers assigned	If the customer is an existing APS customer switching to DA, a new UDC Customer Account Number will be assigned during the processing stages of each incoming RQ DASR. If the customer is a new customer within APS' territory, a new UDC Customer Account Number will be assigned during the initial application with our call center. In addition, the account number could change if certain order or billing work is done.	Assigned during re-districting and if certain order work is performed,	UDC Customer Account Numbers are tied to the customer and do not change.	Assigned during re-districting and if certain order work is performed,		UDC Customer account numbers are assigned and are tied to their location. Their CID (customer ID) number doesn't change.								
33	When is a new read cycle assigned	During re-districting.		During re-districting (TEP has not redistricted in 5 years.)			N/A								

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34	How are customer deposits handled for each billing options	Dual Billed - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded. ESP Consolidated - 100% of the customer deposit is applied to the Standard Offer final bill and any remaining deposit will be refunded to the customer. UDC Consolidated - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded.	Dual Billed - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded. ESP Consolidated - 100% of the customer deposit is applied to the Standard Offer final bill and any remaining deposit will be refunded to the customer. UDC Consolidated - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded.	Dual Billed - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded. ESP Consolidated - 100% of the customer deposit is applied to the Standard Offer final bill and any remaining deposit will be refunded to the customer. UDC Consolidated - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded.	Dual Billed - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded. ESP Consolidated - 100% of the customer deposit is applied to the Standard Offer final bill and any remaining deposit will be refunded to the customer. UDC Consolidated - only retain portion of the deposit to secure the UDC charges only, the remaining deposit will be refunded.		Dual Billed - only retain portion of deposit to secure the UDC charges - only, the remaining deposit will be refunded. ESP Consolidated - 100% of customer deposit is applied to the standard offer Final Bill and any other remianing deposit will be refunded to the customer. UDC Consolidated N/A		23						
35	How are rebate/rebills handled	Reverse the bill that was produced in error and rebill with correct information in the same transaction.					N/A		7						
36	Will billing service End and Beginning periods be passed in the 810	Yes	N/A	Yes			N/A								
37	Will customer payment date be passed on the 810 for ESP Consolidated	No	N/A	No			N/A		13						
38	Will levelized billing be offered to Direct Access customers for UDC charges	No for ESP Consolidated. Yes for Dual and UDC Consolidated billing and charges	Yes for UDC and Dual Billing	No			N/A		17				Billing party may offer, but if it does, it must provide for both ESP and UDC.	Other billing features, such as budget, or equal monthly, billing may be offered by the Billing Party, provided the Billing Party and the Non-Billing Party agree. Each party is responsible for deciding whether to offer budget billing for its charges only. Neither party is required to offer budget billing for the other party's charges.	
39	Will Summary billing be offered to Direct Access customers?	NO for ESP Consolidated billing. Yes for Dual and UDC Consolidated billing		No			N/A		21 (15)						
40	What is the billing compliance testing procedure?	Not addressed at this time	Not addressed at this time	Not addressed at this time	Not addressed at this time	Not addressed at this time	N/A								
41	Notification buy ESP to UDC of billing option change												60 days	60 days	

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42	Elements on ESP consolidated bill												Agreement of ESP and customer for Commercial and Industrial. Comply with applicable consumer laws for Residential	Supplier discretion, except for: separation of supplier and utility charges, large commercial/industrial customer and supplier may negotiate elements, for residential and small business customers the supplier must comply with applicable consumer laws and regs. Non electric services must be billed in separate section. Bill for generation services must separate consumption, pricing structure, total generation charge, total transmission charge.	
43	Access for uncollectible accounts to SHARE or charitable service funds.												ESPs can access if they can't disconnect, for non-payment, due to regulations. This is for dual or consolidated billing.		